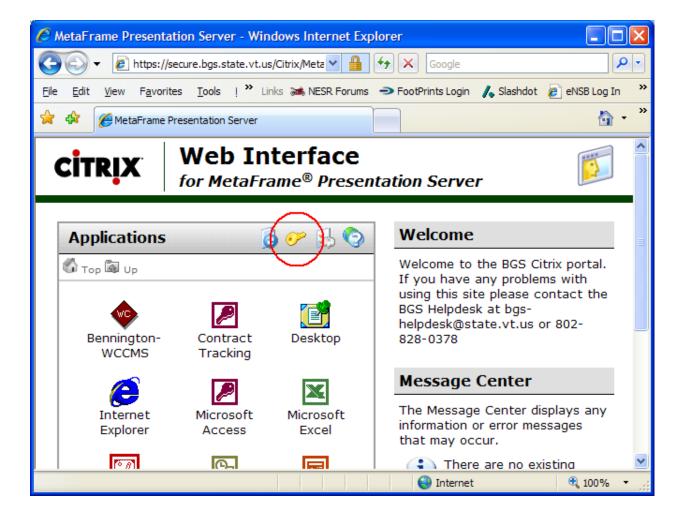How to manually change your password if your computer is not connected to the state's network.

- First, go to the Citrix Portal by navigating in Internet Explorer to https://secure.bgs.state.vt.us
- Log in with your username and password.
- If your password has already expired, please skip to the local password reset and call the helpdesk at 828-0378
- Once you've logged into the Citrix portal, click the key icon to change your password:

- It will ask for your old password, and then your new password, and a confirmation of your new password. Once this is complete, your password on the BGS network has been changed.

- Next, press CTRL-ALT-DEL and select "Change Password" to change your password on the local computer.

- We strongly suggest that you make your local computer password the same as your network password.